



The Fan Museum

12 Crooms Hill
Greenwich
London SE10 8ER

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www.thefanmuseum.org.uk

Role Description

Front of House and Museum Shop Volunteer

When: shifts available: Tuesday to Saturday 11:00 – 17:00, Sundays 12:00 – 17:00

Frequency: Ideally once a week for a minimum of six months

About the Museum

The Fan Museum is the only Museum in the UK devoted to all aspects of the ancient art and craft of the fan. From exquisitely crafted eighteenth century European folding fans to works by venerated artists including Dali, Gauguin and Sickert, the Museum's collection of over 5,000 fans and fan leaves is presented in permanent displays and changing themed exhibitions.

About the Role

We are looking for enthusiastic volunteers to ensure that all our visitors enjoy their visit to The Fan Museum and leave with a greater understanding of the history of fans and the craft of fan making.

This volunteer opportunity will be of interest to anyone looking to gain experience of museum work (particularly within the independent sector), or who just loves fans and enjoy working within relatively small teams.

Responsibilities

- Greeting visitors and selling tickets to the Museum.
- Work in the Museum shop: Selling tickets, re-stocking and tidying.
- Engage visitors in the collection and museum activities.
- Ensure vigilance at all times regarding the safety and security of our collection and visitors.
- To be a presence on each floor of the Museum
- To be friendly and informative.
- Wayfinding, helping visitors to find their way in the Museum
- To distribute and collect audio guides.
- Assist visitors with activity trails.
- To answer any questions that visitors have about the collection and operational aspects of the Museum where appropriate.
- To uphold the ethos of The Fan Museum

Personal Specification

Essential

- a. Ability to communicate with visitors in a clear and friendly manner.
- b. High level of punctuality and reliability
- c. Willingness to follow procedures but use own initiative and seek advice when appropriate.
- d. An affinity with the arts and a willingness to learn about fans!
- e. Team player – able to interact with other staff members and volunteers of all ages.

Desirable

- a. Customer service experience
- b. Previous Museum or heritage experience
- c. Retail experience

Please note: You must be at least 18 years old to volunteer at The Fan Museum.

How to Apply

Please fill out the registration form and send it to Emma King at e.king@thefanmuseum.org.uk or post to The Fan Museum, 12 Crooms Hill, Greenwich SE10 8ER